

## **Internal Communication Plan for Waste Management Program Redesign**

### **1. PURPOSE AND SCOPE**

#### **1.1 Purpose of the Procedure**

To document procedures for keeping Waste Management Program employees up-to-date on the program redesign procedures and decisions.

#### **1.2 Scope of the Procedure**

This procedure applies to communicating with Waste Management Program employees the program redesign procedures and decisions.

### **2. ABBREVIATIONS, TERMS, AND DEFINITIONS**

- WA State – Employees of the Waste Management Program
- WMPR – core membership of the Waste Management Program Redesign work group.
- WaMT – Waste Management Team
- AWT – Air and Waste Division, Air and Waste Management Team, Air and Waste Division Leader.

### **3. REFERENCES**

- ISO 14001, section 4.4.3, Communication, requires the following:  
With regard to its environmental aspects and environmental management system, the organization shall establish and maintain procedures for internal communication between the various levels and functions of the organization.
- HR Procedures
- Bargaining Unit Procedures

### **4. INTERNAL COMMUNICATION**

#### **4.1 Appropriate Methods of Communication:**

**4.1.1** General information to employees and managers, non-confidential:  
The WMPR as represented by the Bureau Director shall share general information that is not considered to be confidential with program staff and managers about the program redesign plan(s), procedures, and documents using the internet, internal memos, emails, and meetings. The WMPR and/or the Bureau Director on its behalf shall keep records of such communication.

**4.1.2** Information to management, confidential:  
The WMPR as represented by the Bureau Director shall share confidential information about program redesign that is considered to be confidential with program and department management using confidential memos, emails, and meetings. The WMPR and/or the Bureau Director on its behalf shall keep records of such communication.

**4.1.3** Verbal information to employees, confidential:

The direct supervisor and appropriate A&W leader shall verbally share confidential information with affected employees. These verbal communications should be done in face to face meetings whenever possible. Records of these verbal communications are generally not kept or required. Any records that are required to be kept of these communications shall be the responsibility of the direct supervisor of the employee receiving such communications.

Written information to employees, confidential:  
Administration and/or Human Resources shall provide written notification and/or information to affected staff following the verbal communications by the supervisor and A&W leader. This communication shall follow the appropriate codes, manual codes, and union guidelines.

- 4.1.5** Management channels should be used to disseminate significant management information or directives regarding program redesign. Management channels may also be used where information needs to be disseminated to a wide number of staff. When this method is used, each management level shall be reminded of their responsibility to communicate the information to their staff, and the timeframe for doing so. Generally, these communications will be initiated by the Secretary, the DLT, A&W Division Leader, the A&W Management Team, or the Bureau Director.

## **4.2 Responsible Persons and Suggested Methods:**

<b>TYPE OF INFORMATION</b>	<b>PERSON RESPONSIBLE</b>	<b>AUDIENCE</b>	<b>SUGGESTED METHOD / SCHEDULE</b>
<b>General</b> information about the program redesign process to staff, <b>non-confidential</b> (includes informing an audience that we cannot tell them due to confidentiality)	<b>Bureau Director</b> on behalf of the WMPR	WA State.	Discuss and delegate. Web site, email, and/or memo via email. Also verbally in staff and program meetings.  Communicate <b>within 14 days</b> of a decision.
<b>General</b> information about the program redesign process to the WaMT and upper management, <b>confidential</b>	<b>Bureau Director</b> on behalf of the WMPR	Waste Management Team, A&W Management Team and/or A&W Division Leader first, DLT if appropriate.	Discuss at Redesign Group meeting and delegate. Confidential email and/or memo via email. Communicate <b>within 14 days</b> of a decision.
<b>Specific</b> information directly impacting specific employees, <b>confidential</b>	Employee's <b>supervisor</b> and A/W Manager	Individual employee directly impacted by program redesign process; Note: At some point, information becomes public knowledge and may be shared with a broader audience.	Bring to AWMT and delegate. Verbal, preferably by face to face meeting  Communicate <b>within 14 days</b> of a decision.

<b>Specific</b> information directly impacting specific employees, <b>confidential</b>	<b>Administration and Human Resources</b>	Individual employee directly impacted by program redesign	Bring to Admin. and HR and delegate. Written letter.  Communicate <b>within 14 days</b> of a decision.
<b>Organizational</b> changes	<b>Bureau Director</b> on behalf of the Waste Management Program Redesign Group	A&W Management Team, then upon approval, WA State	Bring to WaMT and delegate. Web site, verbal, then email and/or memo via email. Also verbally in staff and program meetings.  Communicate <b>within 14 days</b> of a decision.
<b>Functions</b> impacting standing <b>teams</b>	<b>Bureau Director</b> on behalf of the WMPR group, WaMT, or Team Sponsor, depending on the information.	Team leaders first, then team members, then all staff.	Bring to WaMT and delegate. Verbal, then follow up with email and web.  Communicate <b>within 14 days</b> of a decision.

### 4.3 Internal Communications Log Format v1.0:

Type of Information	Responsible Person	Audience	Method of Communication (in person, e-mail, formal letter)	Date of Communication
General non-confidential	Bureau Director or other designee on behalf of the WaMT			
General confidential	Bureau Director or other designee on behalf of the WaMT			
Specific confidential	Employee's supervisor and A/W Manager			
Specific confidential	Administration and Human Resources			
Organizational	Bureau Director or other designee on behalf of the Waste Management Team			
Team functions	Bureau Director or other designee on behalf of the WaMT, or Team Sponsor, depending on the information.			